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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McConnell et al.** ) Examiner: **Bui, Bing Q.**  
)  
Serial No.: **10/645,917** ) Art Unit: **2642**  
)  
Filed: **August 20, 2003** ) Confirmation No. **9581**  
)  
For: **Method and System for Selecting a Preferred** )  
**Contact Center Agent Based on Agent** )  
**Proficiency and Performance and Contact** )  
**Center State** )

**INFORMATION DISCLOSURE STATEMENT**

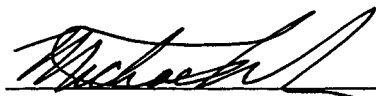
Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

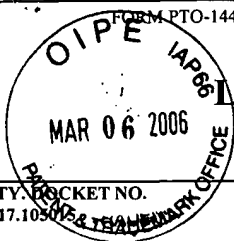
The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

The undersigned certifies the following: To the knowledge of the undersigned, no item of information contained in the Information Disclosure Statement ("IDS") was known to any individual designated in § 1.56(c) more than three (3) months prior to the filing of this IDS. Specifically, these references were cited in U.S. Application No. 10/957,350 on January 23, 2006.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 3, 2006.

  
Michael L. Wach, Reg. No. 34,517

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

ATTY. DOCKET NO. 07117.103075	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,206,903	4/27/1993	Kohler et al.	379	309	12/26/1990
	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

**FOREIGN PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

4003379

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	